

**CLASS SPECIFICATION**  
**County of Fairfax, Virginia**

**CLASS CODE:** 4165     **TITLE:** Public Safety Communications Squad Supervisor  
**GRADE:** P-22

**DEFINITION:**

Under general supervision, supervises Public Safety Communicators staffing the Police Department's Public Safety Communications Center on an assigned shift; provides guidance and direction in the proper use of computer-aided dispatch, digital communications, telephone and radio systems; ensures staffing on an assigned shift is sufficient to provide essential public safety communications for the County; and, with the Training Coordinator, ensures subordinates fulfill mandated training requirements; and performs related duties as required.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

This is a supervisory class. Incumbents in this class supervise a squad in the Public Safety Communications Center, supported by one or more assistant squad supervisors.

**ILLUSTRATIVE DUTIES:**

Supervises Public Safety Communications Assistant Squad Supervisors on an assigned shift;  
Through Assistant Squad Supervisors, ensures that all critical positions are staffed and operational, that squad's daily roll call is conducted, and that roll call includes policy/procedural changes and relevant information;  
Evaluates the performance of Assistant Supervisors, and reviews performance evaluations prepared by Assistant Supervisors;  
Keeps abreast of human resource policies/procedures that affect Center operations or staffing;  
Initiates personnel actions on employees assigned to the squad;  
Reviews disciplinary actions recommended by Assistant Supervisors, and makes recommendation to management;  
Establishes short- and long-range goals for the squad, and measures how well they are met;  
Prepares reports;  
Approves employee leave requests, arranging for additional staff when coverage is short;  
Monitors the progress of employees in training and ensures that training remains on schedule;  
Monitors over-rings of the emergency and non-emergency telephone lines to determine a need to change configurations;  
Investigates and responds to complaints against squad members;  
Notifies the Public Information Office and superiors of special or significant events occurring in the County, and answers media inquiries in accordance with General Orders;  
Monitors significant events to determine if additional resources or notifications are needed;  
Follows General Orders guidelines regarding the release of information;  
Notifies Facilities Management Division or computer operations support staff concerning problems needing attention;  
As the after-hours contact, makes notifications for other County agencies;  
Reviews statistical management information reports for accuracy;  
Reviews Tele-Serv reports entered into the CAD system for accuracy and completion;

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Monitors multi-jurisdictional radio communications systems to ensure the coordination and dispatch of proper units when calls for assistance are received.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Extensive knowledge of the geography of the County;

Thorough knowledge of policies, procedures, laws, and regulations pertaining to public safety communications, and the ability to apply them;

Thorough knowledge of County police, fire, and emergency medical service operations;

Thorough knowledge of how to efficiently operate computer-aided dispatch, digital communications, telephone and radio equipment, teletypewriters, and related equipment to perform all public safety communications duties;

Knowledge of supervisory principles and practices;

Knowledge of the principles of learning and training (for example, the role of the teacher/trainer, basic learning processes, the effects of reinforcement, sanction, and practice on retention and transfer of learning);

Ability to effectively direct the work of others and evaluate performance;

Ability to exercise sound leadership;

Ability to resolve conflict situations;

Ability to write clearly, analytically, and effectively, and to keep records;

Ability to act quickly, decisively, and maintain composure in an emergency;

Ability to work calmly and effectively under stress;

Ability to exercise tact and sound judgement;

Ability to speak clearly and distinctly;

Ability to establish and maintain good working relationships with others that reflect a positive image of the Department and County.

**EMPLOYMENT STANDARDS:**

Any combination of education, experience and training equivalent to:

High school graduation or a G.E.D. issued by a state department of education;

One year of experience serving in a public safety communications center as an assistant squad supervisor; PLUS

Satisfactory completion of prescribed training programs in police dispatching, fire dispatching, emergency medical service dispatching, and basic communications.

**CERTIFICATES AND LICENSES REQUIRED:**

Certifications in police dispatching, fire dispatching, emergency medical service dispatching, basic communications, first aid/cardiopulmonary resuscitation, and the Virginia Criminal Information Network (VCIN).

Certification from the Virginia Department of Criminal Justice as a Law Enforcement Instructor.

REVISED: April 28, 1998

APPROVED: October 21, 1985